

ATTORNEY DOCKET NO. ALORCIA-2001
Serial No.: 09/826,121

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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|-------------|---|---------------------|
| Applicant : | Andy Lee | Group Art Unit 2162 |
| Appl. No. : | 09/826,121 | |
| Filed : | April 4, 2001 | |
| For : | ...CUSTOMER SERVICE AND SUPPORT MANAGEMENT | |
| Examiner : | Jean Cornelius | |

AMENDMENT (AFTER NON FINAL REJECTION)

Commissioner For Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Official Action dated December 27, 2007,
kindly amend the above referenced application as follows:

Amendments to the claims begin on page 2 of this paper.

Applicant **Remarks** begin on page 19 of this paper.